

Questions & Answers

RFP - 161301

The following questions/requests have been submitted concerning RFP 161301 – CUSTODIAL SERVICES. All questions received by various firms have been answered, even if asked by another firm. The questions below are provided verbatim from what was received and are grouped by inquiring firm:

For how many year has GCA been the incumbent?

Five years

I believe they have been in Escambia County, since the initial outsourcing of custodial in the School District?

No, initially a firm by the name of Southern Management was utilized via a solicitation from a neighboring school district. In 2010 we chose to bid the services ourselves and GCA won that award.

Also, would it be possible to get the original RFP that was sent out the first year of outsourced custodial services?

That document is contained within the current GCA contract provided to you via flash drive at our pre-proposal meeting. It is also available on our website: http://ecsd-fl.schoolloop.com/purchasing/bids_previously See RFP 102101.

Q1). Who is the incumbent contractor and how long have they been providing their services?

GCA Service Group will have been our service provider for the past five years as of July 1, 2016.

Q2). What is the current contracted monthly price and yearly price?

\$1.29 per square foot per year for a current annual amount of \$1,501,851.80.

Q3). Can you provide us with the bid tab sheet form the last bid opening?

This available on our website: http://ecsd-fl.schoolloop.com/purchasing/bids_previously See RFP 102101.

Q4). Is it possible to get the current supply usages from the current contractor?
We do not have that information.

Q5). Is the scope/size of this bid identical with the current contract? The only significant changes to the scope of work is that annually we are requiring the contractor in the gyms to “Dust/Clean exposed ceiling structures/air supply ducts and vents and surrounding walls and all other flat vertical surfaces”. And the cleanable square footage has changed since the last RFP was issued. Have there been any changes from the previously awarded contract to current request for bid? See previous answer.

Q6). Will it be awarded a single bidder or multiple bidders?
Award will be to one firm.

Q7). Will the contract price be paid 49 weeks or 52 weeks per year?
52 weeks per year.

Q8). Is the contract being bid out due to poor performance from the incumbent contractor?
As discussed at the pre-proposal meeting, the performance of the incumbent firm was not an issue.

Q9). On page 37 of the bid spec., the initial cleaning for schools will be 12 schools? Yes
Will the initial cleaning for schools be summer cleaning; including floor refinish and carpet cleaning? Yes

Who is responsible for initial cleaning for the rest of schools? School District staff.

Q10). Who is responsible for cleaning school cafeteria after lunch and kitchen?
The kitchen will be cleaned by the District's food service workers. The remainder of the cafeteria area will be cleaned by contractor staff.

Q11). How many hours & day porters are required to elementary, middle and high schools per day?

A minimum of one day porter per school is required. Washington High School and Holm Elementary School may require more. Per the solicitation: “ FTE Day-Custodians are defined as custodians working at each facility location during regular working hours, and who are responsible for opening and closing the facility, providing trash removal, restroom cleaning/refreshment, and performing cafeteria-related custodial functions, in addition to those day-time duties assigned by the Contractor). Each facility is to have a minimum of one (1) day custodian, whose schedule must include at least four (4) hours of unscheduled time for principal discretion and projects.”

Q1). How many and what size of floor mats for schools are currently being used or required?

As discussed at our pre-proposal meeting the mats utilized should be 4' x 6' Waterhog mats BUT with a rubber border NOT the fashion edge as previously noted. For outside

use the contractor may use 3M Nomad Medium Traffic, backed scraper matting 6050 or the Warthog mat. During your school site visits you should have noted the quantity and location of the existing mats.

Q2).How many day porters and hours are required for high school?

A minimum of one day porter per school is required. Washington High School may require more.

Q3).How many events were occurred in last year in high school?

Historical event data is not collected and kept. For current and future events please visit Washington High School's website at:

http://whs-ecsd-fl.schoolloop.com/cms/page_view?d=x&piid=&vpid=1289140300359

(Please note that all the schools have a web presence via the District's website - <http://ecsd-fl.schoolloop.com/>) Most activities are meetings held in classrooms and should not impact the cleaning of the school(s) dramatically.

Q4).Who will be responsible for opening gate for each school in the morning?

The day custodian. Per the solicitation: "FTE Day-Custodians are defined as custodians working at each facility location during regular working hours, and who are responsible for opening and closing the facility, providing trash removal, restroom cleaning/refreshment, and performing cafeteria-related custodial functions, in addition to those day-time duties assigned by the Contractor). Each facility is to have a minimum of one (1) day custodian, whose schedule must include at least four (4) hours of unscheduled time for principal discretion and projects."

Q5).Who is responsible for cleaning for lawn ground areas?

The awarded contractor should pick up any debris on the school's grounds on a regular basis or as needed.

Q6). Who is responsible for cleaning after breakfast in cafeteria for each school?

The day custodian (seating area only).

Q7). Who is responsible for cleaning kitchen floor daily?

The District's food services staff. But, annually the contractor will steam clean the kitchen floor during the summer.

Q8). What is cleaning hours for the evening?

We prefer 2:00 pm until 10:30 pm.

Q9). What 's the hour for summer cleaning daily and weekly; from 5 days or 7 days per week available?

The District has historically gone to a four day (10 hours per day) work week during the summer break. The awarded firm would be expected to follow this schedule. But, if additional hours are needed to be worked to complete summer cleaning the additional time needed should be worked (at no additional cost to the District).

Q10). Should the floor refinish for all of class rooms be required or as needed for winter cleaning?

As required per our solicitation.

Q11). Can you provide the copy of attendance sheet for pre-bid conference.?

Please see Enclosure A.

1. Fingerprinting – will this be completed through an Escambia School District (ESD) authority and we're responsible for the payment, or will we need to provide these from a separate finger-printing authority?

As stated in our RFP: "The Responder will bear the cost of acquiring the background screening required by Section 1012.32, Florida Statutes and any fee imposed by the Florida Department of Law Enforcement to maintain the fingerprints provided with respect to Responder and its employees. The Responder will follow the procedures for obtaining employee background screening as outlined on the District Website: <http://ecsd-fl.schoolloop.com>."

2. Background Checks – same question as above for fingerprinting. Will this be funneled through an ESD process or will we provide the results from our provider?

The fingerprinting and the background screening is one evolution, as stated in our RFP: "The Responder will bear the cost of acquiring the background screening required by Section 1012.32, Florida Statutes and any fee imposed by the Florida Department of Law Enforcement to maintain the fingerprints provided with respect to Responder and its employees. The Responder will follow the procedures for obtaining employee background screening as outlined on the District Website: <http://ecsd-fl.schoolloop.com>."

3. Do you have monthly paper and soap usages by school, or are we to rely on the student and faculty population to estimate this cost?

We do not have that information, please estimate.

4. Of the schools in this RFP, are there any that have either summer school programs or administrative activities during the summer that would require additional custodial support? If so, do you have a schedule that shows where that is and the duration of each?

Summer programs may or may not require additional staffing. Currently the District plans summer programs at three of the schools involved in this solicitation:

Holm Elementary will host an eight week Autism Camp, June 15 – July 20.

Washington High School hosts the following:

June 13 - 28 Middle School Summer Transition Program

June 13 - 22 Summer School

July 11 - 20 Summer School

And Scenic Heights hosts a summer school session from June 6 - July 13.

5. Please clarify that it is EDS's expectation that we provide a slip-resistant shoe program to each of our employees servicing ESD?

Per the solicitation: "The Contractor shall provide at no cost to all contract employees a uniform and safety shoe program. The successful Contractor shall be responsible for the operation and management of these programs. Contractor shall purchase (or lease), manage and monitor the distribution of uniforms and slip resistant shoes to all custodial employees, as modified by the following. First, Contractor and District shall establish a replacement policy reasonably and mutually agreed to by the parties. Second, Contractor shall establish the means by which uniforms and slip resistant shoes are distributed to employees (whether during or upon the conclusion of any probation period of the employee); however, notwithstanding the foregoing, the Contractor shall indemnify, hold harmless and defend the District at Contractor's sole expense from any claim arising from the Contractor's failure to distribute uniforms, safety shoes, or any other safety equipment or apparel to the employees (whether on the first day of the employee's employment or thereafter)."

6. The Affordable Care Act has impacted our industry in a very unpredictable way since its inception in 2014. We have no way of knowing how many of our employees working more than an average of 30-hours per week will elect to take coverage. As this is a federally mandated requirement, has the ESD considered quarterly or annual 'true-ups' to account for these costs?

The District did not take into account any unforeseen costs associated with the Affordable Care Act. But per our solicitation we have allowed ourselves the ability to make adjustments if the situation dictates: "At any time, should extraordinary economic conditions exist, the District reserves the right to, at its sole discretion, negotiate further adjustments to the Contractor's rate(s)". This should not be construed as a license to continually request rate adjustments from the District. Rate changes historically have been limited to changes in the CPI. Do not submit a proposal with a rate your firm can not operate under in hopes of later increasing your rate.

7. The RFP states that all 'managers' need to be approved by ESD. Does this only include employees with our company that have the title 'manager'?

The District will interview and select only the contractor's Resident manager from at least three (3) candidates supplied by the contractor.) General information is required for the management/ administrative personnel at the regional and corporate levels.

8. Is the 98% attendance requirement for actual v. budgeted employees each night based on head-count or total hours? For example, is it acceptable if an employee calls in sick for a period of time, or there is a delay in getting the BGC/fingerprinting completed for a needed employee, that the employees at that school simply work an additional hour or two to ensure that all tasks are completed and our staffing commitment is fulfilled?

We are going to hold the Contractor to the staffing levels presented in their proposal. If a substitute custodian is not available for a day's absence or less then yes the remaining custodians may "cover" for that employee by working the hours missed by the absent custodian. All of this will be recorded on the daily time sheets. But, longer term absences should be covered by substitute workers.

9. Will an current calendar of after-school activities for Washington High School be provided so we can budget in the additional hours needed for this?

For current and future events please visit Washington High School's website at:

http://whs-ecsd-fl.schoolloop.com/cms/page_view?d=x&piid=&vpid=1289140300359

(Please note that all the schools have a web presence via the District's website - <http://ecsd-fl.schoolloop.com/>) Most activities are meetings held in classrooms and should not impact the cleaning of the school(s) dramatically.

In the case that there are more or less after-school and extracurricular activities than what's on the calendar, will there be an opportunity for an adjustment, up or down, of the service cost?

No

10. Can you please clarify the prescribed process and expectations for your gym floor hardwood maintenance program?

Please refer to page 49 of the solicitation.

11. As we are required to provide 4x6 fashion-edge Waterhogs at each 'regularly used entrance', can you provide the count of those by school? We have no way of knowing what you consider an entrance where these would apply or not.

During your school visit you should have noted where mats currently exist. Please note: As discussed at our pre-proposal meeting the mats utilized should be 4' x 6' Waterhog mats BUT with a rubber border NOT the fashion edge as previously noted. For outside use the contractor may use 3M Nomad Medium Traffic, backed scraper matting 6050 or the Warthog mat.

1. What is the existing inventory of mats at each school entrance interior & exterior? During your school site visits you should have noted the quantity and location of the existing mats.

Per discussion in the pre bid meeting mats are to be 4x6 water hog finished edge, correct? Almost, as discussed at our pre-proposal meeting the mats utilized should be 4' x 6' Waterhog mats BUT with a rubber border NOT the fashion edge as previously noted. For outside use the contractor may use 3M Nomad Medium Traffic, backed scraper matting 6050 or the Warthog mat.

2. What is the current annual spend for the custodial contract with GCA over the last 12 months?

The current annual contract amount is \$1,501,851.80.

3. What was the extra billing totals per month over the last 12 months with the GCA contract?

\$0.00

3. Has the scope of work been updated/changed since the last RFP in 2011? If so, what has changed?

The only significant changes to the scope of work is that annually we are requiring the contractor in the gyms to "Dust/Clean exposed ceiling structures/air supply ducts and vents and surrounding walls and all other flat vertical surfaces". And the cleanable square footage has changed since the last RFP was issued.

4. Are the modular buildings at each school (where applicable) included in the cleanable square footage?

Yes.

5. Current salary wages being paid by District for custodial staff?

District salary information is available on our Human Resources website: http://ecsd-fl.schoolloop.com/hr_services Please note our custodial staff is classified as "Educational Support" personnel.

7. Will the district provide a copy of the summer facility use schedule & summer school if applicable?

Currently the District plans summer programs at three of the schools involved in this solicitation:

Holm Elementary will host an eight week Autism Camp, June 15 – July 20.

Washington High School hosts the following:

June 13 - 28 Middle School Summer Transition Program

June 13 - 22 Summer School

July 11 - 20 Summer School

And Scenic Heights hosts a summer school session from June 6 - July 13.

8. Is central storage for supplies and equipment supplied by the district?

No, but each school has designed supply storage space(s).

8. Is the District currently paying invoices via credit card? [We pay some invoices via credit card](#). Is the District willing to pay a fee of 2-3% for credit card transactions?

9. Section II.R (page 5): GENERAL TERMS AND CONDITIONS/PERFORMANCE: Says specifically that to reduce the cost of doing business, no bid or performance bonds will be required. This is directly contradicted by Section XI.A and B: Bonds (page 25): This section specifically directs responders to include a \$50K proposal bond and a

performance bond equal to six months of contract cost with their response. So are Bonds required?

Yes, bonds are required the General Terms and Conditions are superseded.

10. How much credit was deducted by the school district per month for the last 12 months for staffing shortages with the current vendor?

\$0.00

1. The RFP contains conflicting info regarding bid and performance bonds. Item R on page 5 indicates that no bonds will be required but item XI on page 25 outlines specifics of bonds that will be required. Please clarify the bonds that are required.

Yes, bonds are required the General Terms and Conditions are superseded.

2. What is the current annual contract price?

The current annual contract amount is \$1,501,851.80.

1. Please provide a copy of the current contract and all amendments/modifications thereof.

That document was provided to you via flash drive at our pre-proposal meeting.

2. One page 17 of 66 – V. C. it states that, in addition to the signed Original and 10 copies of the proposal that one copy of the proposal is to be on a portable device and must be in Microsoft Word format. Copies of all signed documents will need to be scanned in as PDF's and all of our resumes and are in PDF format as well. Will it be acceptable to present the electronic copy in PDF format?

Yes that would be fine.

3. Please provide a copy of the pre-bid sign in sheet.

Please see Enclosure A.

• What is the 2015 contact value?

The current annual contract amount is \$1,501,851.80.

• The contract states there are financial deductions for non-performance. Can we see the last year's deductions?

There were no deductions.

- If the 2016 summer school schedule is not available, can we see the 2015 schedule?

Currently the District plans summer programs at three of the schools involved in this solicitation:

Holm Elementary will host an eight week Autism Camp, June 15 – July 20.

Washington High School hosts the following:

June 13 - 28 Middle School Summer Transition Program

June 13 - 22 Summer School

July 11 - 20 Summer School

And Scenic Heights hosts a summer school session from June 6 - July 13.

- The specifications indicate you have a mandated product and process to refinish gym floors. What is the product and process? Please refer to page 49 of the solicitation. The hours expended will depend on the contractor's knowledge of the process and the BETCO gym floor finish(s). The needed product(s) are available via a local Pensacola supplier.
Do you have historical data on the cost and hours to perform the procedure?
Historical data is not collected and kept.
- How many walk off mats are needed across the district?
During your school site visits you should have noted the quantity and location of the existing mats.
- Are the light bulbs standard across the district? No
What kind/size bulbs are they? The kind/size of bulbs are unknown, they are dependent on the school's construction specifications and whether over time there have been upgrades at a particular site.
What is the consumption of bulbs over the past year? Historical data is not collected and kept.
- Can we get a kitchen hood count for the district?
This solicitation is for but twelve schools, so there would be a minimum of twelve hoods, some schools may have more. You should have noted the quantity and location of the hoods during your school site visits.
- Is there a hook up for a washer and dryer at the contractor office location? No
- What APPA cleaning standard are you currently receiving? Our standards and expectations are laid out in the following RFP Attachments: D- "List of Minimum Required Standards", E- "List of Minimum Required Duties" and J- "Custodial Inspection Report". Also, there is other language within the RFP that addresses this concern.

Can you provide the information about the size of Floor mats and how many pieces will be required for each school?

During your school site visits you should have noted the quantity and location of the existing mats. As discussed at our pre-proposal meeting the mats utilized should be 4' x 6' Waterhog mats BUT with a rubber border NOT the fashion edge as previously noted. For outside use the contractor may use 3M Nomad Medium Traffic, backed scraper matting 6050 or the Warthog mat.